

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children and Families	9. Position Number K0228194	10. Budget Program Number 23342
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) (HSA) Human Services Assistant	
3. Division West Region	12. Proposed Class Title	
4. Section PPS (Protection and Prevention Services)	13. Allocation	
5. Unit A&P (Assessment and Prevention)	14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City Manhattan County RL	15. By Approved	
7. (Circle appropriate time) Full Time X Perm Inter Part Time Temp X % 100%	16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8:00 AM/PM AM To: 5:00 AM/PM PM	17. Position Reviews Date: By:	

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

- This position is part of a service delivery team responsible to provide quality customer service while performing a variety of tasks. Tasks include gathering and disseminating agency and program information to customers, gathering customer information, and making appropriate referrals to others within the agency and/or to community resources. The incumbent will also accept, record, and refer allegations of adult and child abuse/neglect to a screening worker, set up case files for children and family services and for adult protective services. Meet all agency time lines and assist professional staff in providing services to help individuals reach their goals for self sufficiency.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Deb Germann-Taylor	Title: Social Work Supervisor	Position Number: K0162642
Who evaluates the work of an incumbent in this position.		
Name: Deb Germann-Taylor	Title: Social Work Supervisor	Position Number: K0162642

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

- This employee will be required to function independently to meet numerous deadlines. Organizational and analytical skills are required. Instructions, assistance, consultations, goals and objectives will be provided by the Supervisor. The work completion and final outcome will be monitored for accuracy and timeliness according to manuals, clarifications, Federal and State regulations and State or Area procedures. Training will be provided to assist the employee in learning policy and procedure. Unit meetings, conferences, and reports will be used to provide and evaluate goals, results and performance.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
- (X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
- () Major program failure, major property loss, or serious injury of incapacitation.
- () Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties :)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently Performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable Accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E O R M	
			In addition to the tasks listed below, the incumbent is expected to communicate the Mission Vision, and Guiding Principles of the agency to peers, customer and public, Identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency. Understand and provide excellent customer service both internally and externally, serve as a positive role model, and Work cooperatively with peers, staff, customers, community partners and the general public.
1.	50%	E	Engagement/Interviewing/Assessment /Registering Cases <ul style="list-style-type: none"> Engages and interviews customers to obtain adequate, relevant and required information to appropriately identify which agency services customer wishes to access. Provides applications and information about agency services to customers seeking assistance. Sets up and maintain paper and electronic files for cases. Thoroughly researches computer systems such as KAECSSES, KS Cares, FACTS, KAECSSES CSE, KIPS, KIDS, and KMIS to determine if customer has had prior involvement with agency and completes all required documentation to open, review, update, transfer and close cases in all systems according to program/policy requirements. Assigns intakes of child & adult abuse and neglect to Special Investigators and Social Worker Specialists from KIPS. Types it onto forms, enters into appropriate data systems i.e. KIDS. Gathers, assesses, and verifies information obtained from customer and other sources and then requests additional information from customers if needed. Answers inquiries from customers based on information found in the computer system and the paper file. Identifies available agency and community resources to meet individual consumer needs through continued contact with the resources and Resource facilitator. Directs/refers customers to available resources according to regulatory and policy requirements.
2.	20%	E	Workload Management <ul style="list-style-type: none"> Assists professional staff in tracking client activity, logs contacts and information in customer files.
3.	15%	E	Communication/Documentation <ul style="list-style-type: none"> Documents contacts, activities, and all case specific information in a clear and factual manner on required forms and in electronic systems. Creates and tracks waiting lists for DCF services by entering into appropriate data system. Shares information with other Agency staff on a need to know basis. Gathers information and assists in completing regular and special program reports, including monthly reports. Prepares activity reports according to program and component guidelines on a timely basis. Responsible to print weekly case lists and pending application reports for staff.
4.	10%	E	Policy Awareness/Implementation <ul style="list-style-type: none"> Receives, interprets, understands and operationalizes program, Regional and State policies and procedures. Takes training and is aware how to access reference manuals and all resource materials.
5.	5%	E	Other duties as assigned

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

- Customers could be inadequately informed and may not receive needed services. Failure to observe procedures could result in violation of state and federal laws and regulations, loss of eligibility for services, and the agency would suffer from poor community relations all resulting in loss of program funding or lawsuits. Failure to follow job requirements could result in loss of employment for the employee.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
() Plans, staffs, evaluates, and directs work of employees of a work unit.
() Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

- Employee will have daily contact with agency personnel and individuals, and families who request services and/or want to report child abuse neglect allegations. Also will have frequent contacts with the general public, community organizations, absent parents, applicant recipients, who call for information regarding their situation. Communication techniques and well developed communications skills become important requirements for this position.

25. What hazards, risks or discomforts exist on the job or in the work environment?

- This employee will be involved in interactions with families under stress and may have contact with angry, hostile program participants on occasion.
- The normal risk of traveling on Kansas highways would occur on occasions where travel is required.
- The work environment involves normal everyday hazards or discomforts typical of offices, meeting, and training rooms.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Used daily:

- Personal computer with state access for state data systems
- Internet and e-mail
- Fax machine
- Copier
- Calculator
- Telephone used daily.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

- High School diploma or equivalent

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

- A confidentiality policy is required to be followed.
- This position is responsible to understand agency and site procedures in emergency situations such as fires, tornadoes, floods, etc

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date